

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

1.(currently amended) A switching system (15)-in telecommunications for switching incoming and/or outgoing calls with one or several PBX systems-(6), comprising at least one input channel and at least one output channel connectable to a PBX system-(6), ~~characterized in that~~wherein the output channel (2)-provides both a voice connection (13)-as well as a control connection-(14), with the control connection (14)-allowing direct access to the operator-relevant PBX functionality of the PBX system (6)-connected via the output channel-(2).

2.(currently amended) A switching system (15)-as claimed in claim 1, ~~characterized in that~~wherein the control connection (14)-is provided via a CTI link which is configured for a CTI protocol provided by the PBX system-(6).

3.(currently amended) A switching system (15)-as claimed in ~~one of the claims 1 to 2~~claim 1, ~~characterized in that~~wherein the switching system (15)-comprises an operator position (18)-which provides operator functions which allow access to the service features of the PBX system-(6), especially the switching of calls to the individual extensions (10)-of the PBX system-(6) as well as callback or busy override.

4.(currently amended) A switching system ~~(15)~~ as claimed in ~~one of the claims 1 to 3~~claim 1, ~~characterized in that~~wherein the switching system ~~(15)~~ comprises at least one translation unit ~~(17)~~ which translates the operator functions into the CTI protocol of the respective PBX system ~~(6)~~ to be connected.

5.(currently amended) A switching system ~~(15)~~ as claimed in ~~one of the claims 1 to 4~~claim 1, ~~characterized in that~~wherein the switching system ~~(15)~~ comprises several operator positions ~~(18)~~.

6.(currently amended) A switching system ~~(15)~~ as claimed in ~~one of the claims 1 to 5~~claim 1, ~~characterized in that~~wherein the switching system ~~(15)~~ provides call center functions, especially for distributing the incoming calls among the individual operator positions ~~(18)~~.

7.(currently amended) A switching system ~~(15)~~ as claimed in ~~one of the claims 1 to 6~~, ~~characterized in that~~wherein the voice connection ~~(13)~~ occurs in an analog way, especially via PSTN.

8.(currently amended) A switching system ~~(15)~~ as claimed in ~~one of the claims 1 to 6~~claim 1, ~~characterized in that~~wherein the voice connection ~~(14)~~ occurs in a digital way, especially via ISDN.

9.(currently amended) A method for switching incoming and/or outgoing calls with at least one PBX system-(6), ~~characterized in that~~wherein the calls are transferred to a central switching system-(15) which is connected to the PBX system (6)-via at least one voice connection (13)-and at least one control connection-(14), and that the switching occurs through the central switching system-(15), with the control connection (14) allowing direct access to operator-relevant PBX functionality of the PBX system (6) connected via the output channel-(2).

10.(currently amended) A method as claimed in claim 9, ~~characterized in that~~wherein the control connection (14)-is provided via a CTI link which is configured for a CTI protocol provided by the PBX system-(6).

11.(currently amended) A method as claimed in claim 10, ~~characterized in that~~wherein the central switching system (15)-provides operator functions which allow access to the service features of the PBX system-(6), with the operator functions being translated by a translation unit (17)-into the CTI protocol of the PBX system-(6).

12.(currently amended) A method as claimed in ~~one of the claims 9 to 11~~claim 9, ~~characterized in~~wherein that the calls are transferred by an overload method depending

FLEGE, E et al.

Appl. No. To be assigned

US National Phase of PCT/SE02/02422

July 2, 2004

on the load either to a local operator position ~~(9)~~ of the PBX system ~~(6)~~ or to the central switching system ~~(15)~~.